

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAL ASSISTANCE ADMINISTRATION
Olympia, Washington**

To:	<p>Physicians Physical Therapists Occupational Therapists Speech Therapists Neurodevelopmental Centers Health Departments Advanced Registered Nurse Practitioners (ARNPS) Managed Care Organizations CSO Administrators Regional Administrators</p>	<p>Memorandum No.: 02-88 MAA Issued: December 1, 2002</p> <p>For Information, Contact: Amandalei Bennett (360) 725-1646</p>
From:	<p>Douglas Porter, Assistant Secretary Medical Assistance Administration (MAA)</p>	
Subject:	<p>Children with Special Health Care Needs in Managed Care</p>	

Special safeguards apply to Children with Special Health Care Needs (CSHCN) who are eligible for Medicaid's managed care programs (Healthy Options and Basic Health Plus) and Children's Health Insurance Program (CHIP). **The purpose of this memorandum is to clarify what the safeguards provide, whom they protect, and how the safeguards apply to CSHCN enrolled in managed care.**

What does the CSHCN Program provide and whom does it serve?

The CSHCN program, in the Department of Health, provides Public Health Nurse services to children and their families in order to help coordinate care, educate, support, and refer them to needed community-based services. Through CSHCN Coordinators*, the CSHCN program serves children who have serious physical, behavioral, or emotional conditions that require health and related services beyond those generally required by children.

- * CSHCN Coordinators work at local health districts or departments. The two exceptions are in Pierce County, where the coordinator is housed at Mary Bridge Children's Hospital, and in Yakima, where the coordinator is at Children's Village.

Which children are safeguarded?

The children protected by Medicaid's safeguards are defined as children receiving services from Title V Children with Special Health Care Needs (CSHCN) program. In order to be identified in the Medical Assistance Administration's (MAA) system, these children need to be currently receiving CSHCN Title V services.

What are the safeguards for CSHCN enrolled in managed care?

CSHCN who enroll in managed care have certain safeguards to assure needed care is available. These children are entitled to direct access to their specialists and to receive coordinated care through their managed care plan. If the child is unable to receive needed care through managed care, MAA allows the family to request a time-limited disenrollment from managed care.

How does the CSHCN Program work with managed care?

Once the children are identified in MAA's system as CSHCN, this information is passed on to the plans. This allows plans to ensure these children have an individual care plan and access to needed specialists. The plans and the state track complaints made by these children.

It is important for children and their families to receive necessary medical and non-medical services to help them achieve their maximum potential from providers they trust. However, there have been situations where providers have requested families be enrolled with the CSHCN program solely to disenroll the child from managed care and ease the provider's paperwork. Children should be referred to their local CSHCN program only if they need to receive information, referral, or other care coordination.

If a family is having difficulties receiving proper medical care, please refer them to their primary care provider and/or their managed care plan's customer service line to request assistance receiving care.

Families who request a disenrollment from managed care should be aware that accessing alternative medical care may present some challenges in finding an appropriate fee-for-service provider.

Who do I call for additional information?

- MAA clients may call 1-800-562-3022.
- Providers may contact their local Title V CSHCN program or Amandalei Bennett at bennea@dshs.wa.gov.

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Numbered Memo 02-88 MAA Children with Special Health Care Needs in Managed Care



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